

MISSOURI STATE REHABILITATION COUNCIL

2025 ANNUAL REPORT

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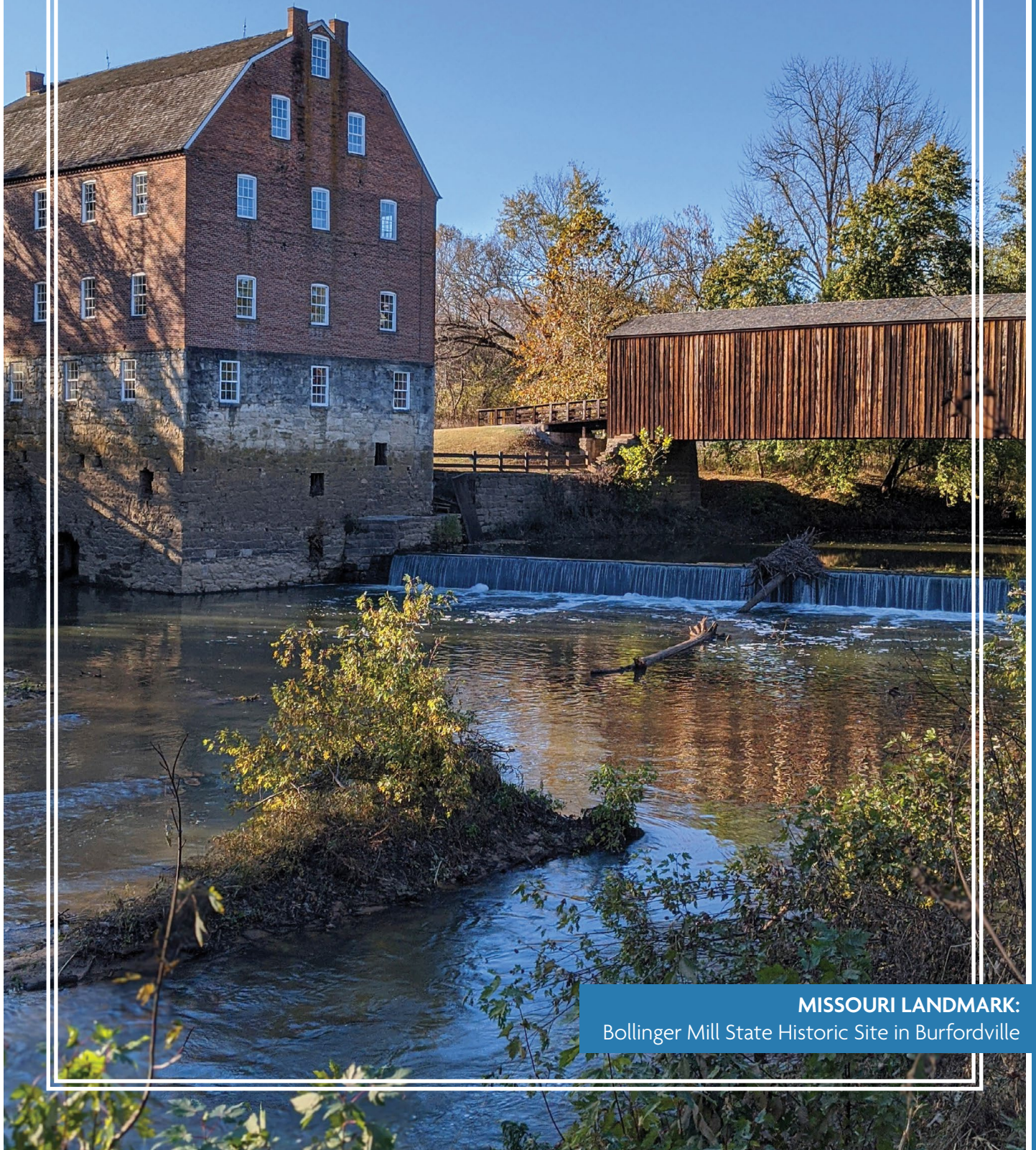
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Note: This annual report for calendar year 2025 covers information and data from Program Year (PY) 2024 (July 1, 2024, to June 30, 2025).

STATE REHABILITATION COUNCIL



MISSOURI LANDMARK:
Bollinger Mill State Historic Site in Burfordville

MISSION STATEMENT

MISSOURI STATE REHABILITATION COUNCIL

OUR VISION

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams, and participate in society.

OUR MISSION

To ensure that persons with disabilities have opportunities to be as productive as possible by advising Missouri Vocational Rehabilitation that services provided to persons with disabilities are:

- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

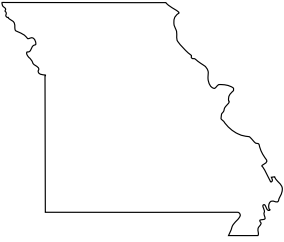
OUR RESPONSIBILITIES

To work in partnership with Missouri Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities.
- obtaining and interpreting consumer input.
- identifying corrective action consistent with that input.
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.
- identifying strategies to address the needs of people who are not being served or who are being underserved.
- supporting VR in complying with laws applicable to persons with disabilities.

(Adopted Nov. 4, 1999)

LETTER FROM THE CHAIR



MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109
Phone: 573-751-3251 ■ Fax: 573-751-1441

Bob Hosutt, Nixa
Chairperson

Susan Roemer, Harrisburg
Vice Chairperson

Ansurr Adams, Columbia

Ronda Anderson, Centertown

January Boyer, Kansas City

Marsha Campe, Camdenton

Daniel Cayou, Jefferson City

Claire Helmig, Linn

Debby Loveall-Stewart, Joplin

William Nusbaum, Forsyth

Sarah Prechtel, St. Louis

Tim Tadlock, Gallatin

Chris Clause, California
Ex Officio Member
VR Assistant Commissioner

December 30, 2025

The Honorable Michael L. Kehoe
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Kehoe:

On behalf of the members of the Missouri State Rehabilitation Council, it is my honor to present the Council's annual report for 2025. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose obstacles to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to Missouri Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have advised Missouri Vocational Rehabilitation on innovative programming to reach the underserved populations in the state and on exploring additional methods of obtaining consumer satisfaction feedback.

It is my great privilege to work with members of the Council as well as with Missouri Vocational Rehabilitation staff, all of whom are dedicated to providing our citizens with the opportunity to make choices in obtaining meaningful employment. Employment is a vital key to independence and equality.

Respectfully,

Bob Hosutt
Chairperson

STATE REHABILITATION COUNCIL

CHAIRPERSON



BOB HOSUTT
Nixa

VICE CHAIRPERSON



SUSAN ROEMER
Harrisburg

EX OFFICIO MEMBER



CHRIS CLAUSE
California



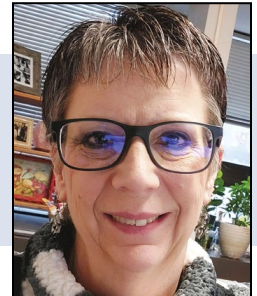
ANSUR ADAMS
Columbia



RONDA ANDERSON
Centertown



JANUARY BOYER
Kansas City



MARSHA CAMPE
Camdenton



DANIEL CAYOU
Jefferson City



CLAIRE HELMIG
Linn



DEBBY LOVEALL-STEWART
Joplin



WILLIAM NUSBAUM
Forsyth



SARAH PRECHTEL
St. Louis



TIM TADLOCK
Gallatin

COUNCIL'S PURPOSE

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 2014 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The SRC was initially formed on June 1, 1993. Members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, SRC members represent the Statewide Independent Living Council; the Parent Training and Information Center; the Client Assistance Program; the Missouri Vocational Rehabilitation (VR) program; the Office of Special Education, which is the state agency responsible for the Individuals with Disabilities Education Act; the Missouri Workforce Development Board; community rehabilitation program service providers; disability advocacy groups; current or former applicants/recipients of vocational rehabilitation services; and business, industry, and labor.

The SRC is responsible for reviewing, analyzing, and advising VR regarding its performance on such issues as eligibility; the extent, scope, and effectiveness of services; and any other functions affecting people with disabilities. Full SRC meetings are held quarterly on the second Wednesday of February, May, August, and November. Subcommittees meet as needed throughout the year.

During 2025, the SRC was actively involved with VR in the activities below:

Reviewed and provided recommendations to VR regarding the combined state plan's comprehensive statewide needs assessment, goals, priorities, performance accountability measures, and comprehensive system of personnel development

Provided recommendations to VR on policy revisions and rule changes

Participated in and reviewed feedback from VR public hearings to provide input on the combined state plan

Evaluated and provided recommendations on the effectiveness of vocational rehabilitation services and satisfaction with those services

Reviewed hearing decisions and mediation outcomes

Assisted VR staff in preparing the SRC's annual report for the governor and the commissioner of the Rehabilitation Services Administration on the status of vocational rehabilitation services in Missouri

Provided comments to VR regarding issues pertaining to waiting lists (Order of Selection)

Coordinated and participated in presentations and activities with other councils and agencies including the Missouri Commission for the Deaf and Hard of Hearing, the Client Assistance Program, the Statewide Independent Living Council, the Department of Mental Health, the Parent Training and Information Center, Missouri Assistive Technology, the Hearing Loss Association, the Governor's Council on Disability, the Office of Workforce Development, and the Office of Special Education



SUCCESS STORIES:

Skyler Gray

Just shy of her 21st birthday, life would take a drastic turn for Skyler Gray the night of July 4, 2015. She and two friends had left a celebration to swim at a lake a few miles away. Upon returning, the truck she was in went off the road and rolled over. Thrown from the vehicle, Skyler suffered a broken neck in two places and was paralyzed from the shoulders down.

Skyler was told she would never have full use of her body again, but she beat the odds and slowly regained some function. She has endured 10 surgeries and numerous physical and occupational therapy treatments. Her strength, coordination, and sensation remain affected; and she requires the use of a wheelchair.

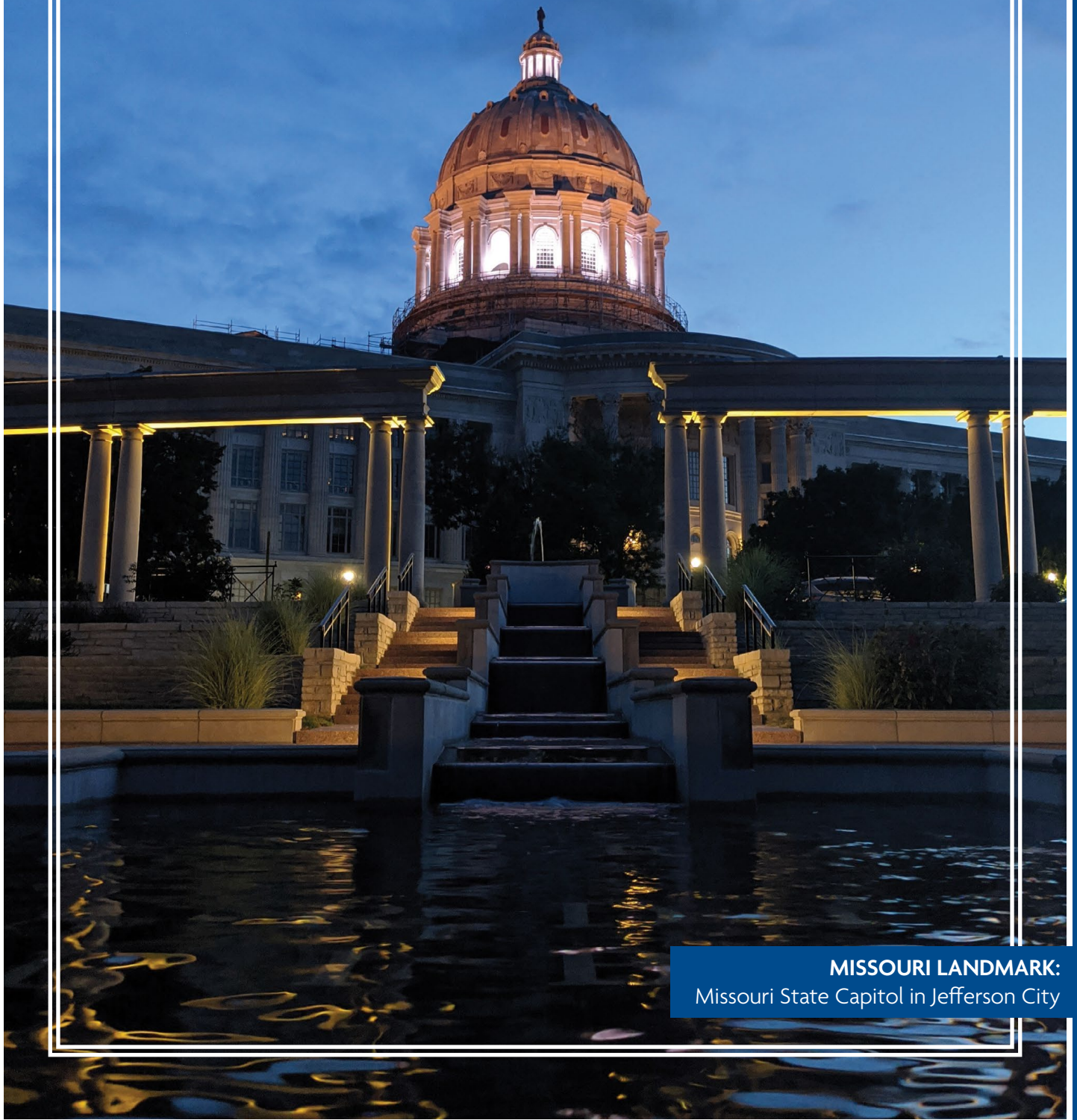
During her therapy, Skyler came across a dietitian who offered suggestions on eating habits that accommodate lifestyle changes for people with

spinal cord injuries such as hers. The advice helped her feel better, and she began classes at the University of Missouri in January 2021 to pursue a career as a dietitian. VR helped Skyler with tuition, books, and technology needs along with housing and related expenses. VR also paid for modifications to her vehicle that enabled her to drive, which “was the biggest relief I have ever felt in my life because I went six years without being able to drive. I had no independence outside of my house.”

Skyler graduated with a bachelor’s degree in May 2024 and a master’s degree in May 2025. This past July, she began working as a registered dietitian nutritionist at University of Missouri Health Care in Columbia.

“Without (VR), the things that I have accomplished would have never been obtainable,” she said.

MISSOURI VR



MISSOURI LANDMARK:
Missouri State Capitol in Jefferson City

VISION, MISSION, AND PRINCIPLES

MISSOURI VOCATIONAL REHABILITATION

VISION

Transforming lives through a great VR experience for everyone

MISSION

Empowering people with disabilities through employment

OPERATING PRINCIPLES

We will:

- Act with a sense of urgency.
- Provide quality customer service.
- Maximize our resources.
- Do the right thing.
- Put people first.
- Continuously evaluate our practices/processes.



LETTER TO THE GOVERNOR



Office of Adult Learning and
Rehabilitation Services

Chris Clause, Ph.D. • *Assistant Commissioner*

3024 Dupont Circle • Jefferson City, MO 65109 • vr.dese.mo.gov

December 30, 2025

The Honorable Michael L. Kehoe
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Kehoe:

The annual report presented to you from the Missouri State Rehabilitation Council for 2025 provides information on the Missouri Vocational Rehabilitation employment program for individuals with disabilities.

Missouri Vocational Rehabilitation has operated under an Order of Selection since October 2003 due to the number of applicants requesting services, rising service costs, and limited federal funding. The Rehabilitation Act requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals receive services as funds become available.

During Program Year 2024, Missouri Vocational Rehabilitation helped 3,774 individuals reach successful employment outcomes. Our performance measure outcomes ranked in the top tier nationally. Missouri was second in the nation in Credential Attainment and sixth in employment retention 12 months after program completion.

Missouri Vocational Rehabilitation works closely with school districts across the state. The program annually provides transition services, including pre-employment transition services, to approximately 17,000 high school students and youths with disabilities.

Missouri Vocational Rehabilitation grant dollars expended for purchased client services from community vendors are effective and help local economies. In addition, the total annual increase in earnings for individuals with successful outcomes was over \$76 million. The program's customer satisfaction survey results are consistently among the top in the nation.

In closing, the Council and I offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in dark ink, appearing to read "C. Clause".

Chris Clause, Ph.D.
Assistant Commissioner, Office of Adult Learning and Rehabilitation Services

HIGHLIGHTS



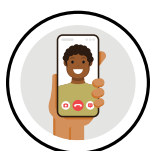
39,063 individuals worked with VR counselors.



3,774 individuals achieved successful employment outcomes.



3,244 individuals achieved a measurable skill gain in an educational or training program.



1,502 youths reached successful employment outcomes.



1,377 successfully employed individuals received supported employment services.



605 successfully employed individuals received Individual Placement and Support services.



97% of successfully employed individuals had significant disabilities.



\$76,340,472 was the total annual increase in earnings for individuals with successful outcomes.

AGENCY OVERVIEW

Prepared on behalf of the SRC, this annual report highlights various programs and services of VR during Program Year (PY) 2024 from July 1, 2024, to June 30, 2025. VR services are reported on a federal program year rather than a federal fiscal year.

VR operates under an Order of Selection with three priority categories. Eligible individuals with the most significant disabilities are required by law to receive services first (Category 1). Eligible individuals who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3).

During PY 2024, VR counselors worked with more than 39,000 individuals in various categories and served more than 7,900 individuals on an average daily basis. VR helped 3,774 individuals with disabilities reach a successful employment outcome. VR continues to assist individuals by monitoring their employment at six months and at 12 months after exiting the program. More than 3,800 individuals with disabilities either obtained employment or were still employed in PY 2024.

STATE FUNDING AND THE SOCIAL SECURITY REIMBURSEMENT PROGRAM

VR receives state funding from the general revenue fund, the Missouri Lottery, and the Department of Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to assist SSA disability recipients in becoming gainfully employed. Ticket Tracker software is used to interface with VR's case-management system. The software matches and identifies individuals receiving SSA disability benefits whom VR helped in reaching their employment goals. Ticket Tracker has streamlined the consumer identification and reimbursement submission process, enabling VR to receive SSA reimbursements in a more timely and efficient manner. In PY 2024, VR received \$3,699,746 in reimbursement claims. A portion of this funding helps support the Centers for Independent Living in Missouri.



Bob Hosutt (left), SRC chairperson, and **Louis Gatewood** (right), VR coordinator, visited during an SRC meeting.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

Title IV of the Workforce Innovation and Opportunity Act (WIOA) of 2014 authorizes the VR program. WIOA strengthens the workforce development system by aligning and improving employment, training, and educational programs.

AGENCY OVERVIEW (CONTINUED)

With regard to VR, WIOA focuses on providing services to individuals with disabilities, including youths and students with disabilities, to assist them in achieving competitive, integrated employment. VR continues to help individuals with disabilities prepare for, secure, retain, advance in, or regain employment. VR is committed to developing new relationships with employers and providing flexible strategies like on-the-job training, internships, apprenticeships, and customized employment. VR works with other agencies to create a combined state plan that describes how VR and its partners will collaboratively deliver integrated services to Missouri's job seekers, workers, and employers.

COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT

VR and the SRC jointly conduct a triennial comprehensive statewide assessment of the rehabilitation needs of Missourians. The conclusions and recommendations of the assessment are incorporated into VR's goals and priorities for the purpose of improving services. VR uses many methods to collect information for the assessment including customer satisfaction surveys, public hearings, VR strategic teams, SRC input, VR case data, and national census statistics.



Students participated in a VR summer work experience at the Coterie Theater in Kansas City: (left to right) **Gretchen Neufeld**, **Demetrius Williams**, Job Coach **Vanessa Johnson**, and **Kemonie Riley**.



Enrique Alvarez participated in a VR summer work experience at Thousand Hills State Park in Kirksville.



SUCCESS STORIES:

Noah Larson

After a middle school trip to Gettysburg National Military Park, Noah Larson fell in love with history, a love that helped nudge him down the career path to where he is today.

Noah has autism, general anxiety disorder, and attention deficit and hyperactivity disorder. He had difficulty with his education as his disabilities went undiagnosed until high school. Even though he eventually earned a bachelor's degree in history, Noah struggled because he didn't know that he could have received accommodations for his classes or that supportive services were available to him.

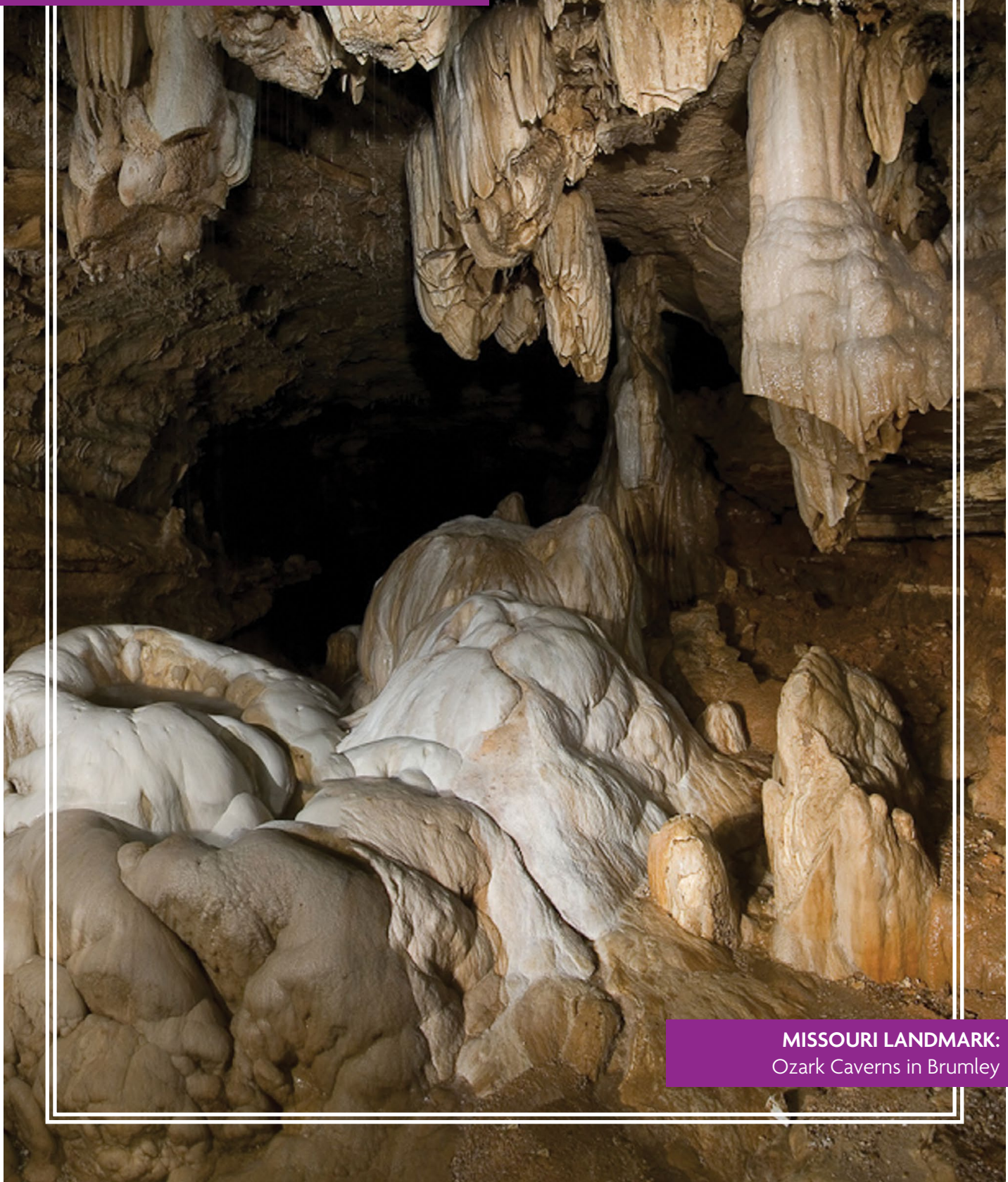
Through Connections Case Management, he was referred to VR. He decided to pursue a master's degree in library and information science to improve his employment opportunities and enrolled in an online program at the University of Missouri.

While Noah received financial assistance from VR for his master's program, he also learned that he had the right to request accommodations in both school and in the world of work. With that knowledge and VR's help, he has secured accommodations that enable him to remain successfully employed.

Noah landed a job before finishing his degree in May 2025, working full-time as a data librarian archivist with a large insurance company. He works remotely, which is a better fit for him due to his disabilities, and oversees quality control for the company's database.

His counselor and VR district supervisor, Kiersten Shamhart, said that Noah "made the process easy by showing up and putting in the work on his end." She is "incredibly proud of Noah's success."

AREAS OF FOCUS



MISSOURI LANDMARK:
Ozark Caverns in Brumley

PARTNERING

WORKFORCE INNOVATION AND OPPORTUNITY ACT PARTNERS

The Workforce Innovation and Opportunity Act (WIOA) requires the alignment of core programs in order to provide coordinated and streamlined services. These core programs are VR; Rehabilitation Services for the Blind; Adult Education and Literacy; Adult, Dislocated Worker and Youth; and Wagner-Peyser Employment Services. (Temporary Assistance for Needy Families is a combined partner.) Teams composed of representatives from WIOA core partner programs, as well as other partner organizations, have been formed to develop strategies for serving mutual clients. These teams have identified focus areas, such as best practices and agency cross-trainings, that can be shared statewide and at the local level. All program partners strive to improve the workforce system and services to job seekers, employees, and employers.

VR collaborates, coordinates, and cooperates with partner programs to ensure that individuals with disabilities benefit from seamless access to career services, education, and training. VR also participates in business services teams within the workforce system to better serve employers' needs. VR offers a dual-customer approach by supporting its job candidates and businesses in order to achieve successful outcomes for both.



Claudia Browner (left), executive director of the Governor's Council on Disability, and **Susan Roemer** (right), SRC vice chairperson, visited during an SRC meeting.

CENTERS FOR INDEPENDENT LIVING

Centers for Independent Living (CILs) are community-based nonresidential programs designed to promote independent living for people with disabilities. In Missouri, 21 CILs offer independent living services. The CILs are funded through federal and state independent living grants and are managed by local boards composed of individuals with disabilities who have been successful in establishing their own independent lifestyles. VR and the CILs work together on a regular basis to share referrals and provide services to mutual clientele. A number of CILs have VR district office staff as active board members. VR and the CILs have developed a summer work experience program to provide pre-employment transition services. The CILs offer students who are potentially eligible for VR services access to job exploration activities, workplace-readiness training, social support, and instruction on self-advocacy (including peer mentoring). Last summer, eight CILs were involved in the program and worked with 41 students.

PARTNERING (CONTINUED)

MISSOURI REENTRY PROCESS

VR participates in the Missouri Reentry Process, which encourages collaboration among government and local agencies to improve the transition of offenders leaving prison and returning to local communities and work. State government agencies are the Departments of Corrections, Higher Education and Workforce Development, Economic Development, Elementary and Secondary Education, Health and Senior Services, Mental Health, Public Safety, Revenue, Social Services, Transportation, and the Office of the State Courts Administrator. Other partnering agencies include the federal probation system along with local law enforcement, faith-based organizations, service providers, and treatment programs.

Missouri was the first state to join Reentry 2030, a national initiative that advances successful reintegration through system change. The governor, the Missouri Department of Corrections, the U.S. Department of Justice Programs' Bureau of Justice Assistance, and Missouri state leaders have committed to Reentry 2030 with the goal of creating positive reentry outcomes for individuals transitioning from incarceration to society. Two VR employees are members of the Reentry 2030 State Advisory Team. VR provides dedicated staff to serve at and offer outreach to Department of Corrections' facilities, creates policy to guide reentry work, and maintains an internal team that focuses on reentry efforts.

DEPARTMENT OF MENTAL HEALTH

The Department of Mental Health's (DMH) Divisions of Behavioral Health (DBH) and Developmental Disabilities (DD) have been longstanding partners with VR in assisting eligible individuals seeking vocational rehabilitation services in order to gain employment. Partnership activities include the funding of DB101, a customized Missouri benefits-planning website. Cross-system collaboration remains ongoing through system change initiatives, grant and technical support opportunities, and local/regional trainings. VR has appointed a DMH liaison, and DMH has representation on WIOA teams consisting of combined partner programs and other partner agencies.

In partnership with DBH, Individual Placement and Support (IPS), an evidence-based supported employment service for adults with mental illness, has been a focus. IPS requires close program and clinical relationships between local mental health and vocational rehabilitation staff to ensure success.

VR is also partnering with DD and other agencies to provide a customized employment program that promotes the specific abilities of individuals with disabilities in order to meet employers' needs.



Xavier Conley received VR services and is working at Carnegie Village Senior Living Community in Belton.

PARTNERING (CONTINUED)



COMMUNITY REHABILITATION PROGRAMS

VR and community rehabilitation programs (CRPs) collaboratively work with an outcome-based service model that emphasizes quality employment outcomes for individuals with disabilities. CRPs are nonprofit organizations accredited by recognized professional associations that have developed commonly accepted processes for evaluating employment-related services. All independently owned and operated, CRPs provide services that may include vocational planning, job development and placement services, skills training, specialized employment services, supported employment, and transition services.

VR and its CRP partners have implemented several projects to improve services. During summer 2025, a six-week work experience program for students with disabilities was held. Thirty-one CRPs, 1,817 VR-eligible students, and over 200 schools participated at more than 400 employment sites. After the summer work experience ended, 149 students were offered permanent employment. Of the participating students, 334 returned to the program for the second year. Collaboration and partnership are cornerstones of the relationship between VR and CRPs and have fostered an environment of creativity and innovation. The VR-CRP steering committee meets regularly to review progress on its organizations' joint projects and on service delivery.

SERVICES

TRANSITION SERVICES

VR places a significant emphasis on services to youths and students with the intent of ensuring that young individuals with disabilities are better prepared and have more opportunities for competitive, integrated employment. In collaboration with local education agencies, VR provides pre-employment transition services to eligible or potentially eligible students ages 14 to 21. These services include job exploration counseling, work-based learning experiences, counseling on comprehensive transition or postsecondary educational programs, workplace-readiness training, and instruction in self-advocacy (including peer mentoring).

VR has helped to develop and implement innovative programs to provide pre-employment transition services. VR has also established partnerships with the University of Missouri's College of Education, CILs, CRPs, businesses, and local school districts. With its partners, VR offers pre-employment transition services statewide. During PY 2024, over 13,000 potentially eligible students received at least one pre-employment transition service.

VR provides youths with disabilities ages 14 to 24 a variety of other transition services such as job placement, supported employment, training, and rehabilitation technology. A team of professionals from VR, local school districts, and other agencies has been assembled to offer support and technical assistance on these services.



SUPPORTED EMPLOYMENT

VR provides supported employment (SE) services to a diverse population as indicated by Figures 1-4 (pages 21-22). Some of these services are jointly provided by DMH DBH-DD. SE is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During PY 2024, 1,377 individuals who received SE services and exited the program were successfully employed.

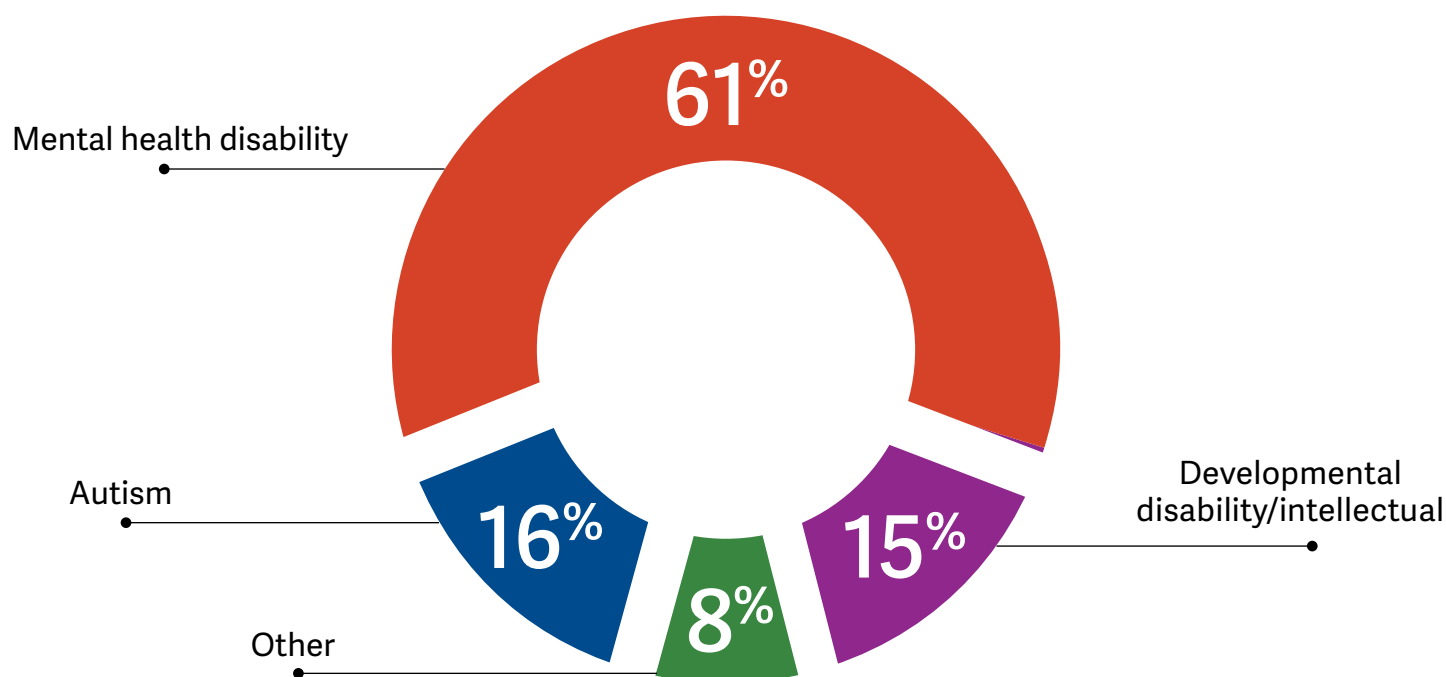
SERVICES (CONTINUED)

In PY 2024, VR worked with 143 CRP locations that provide SE services and cover all counties in Missouri. An outcome-based model of SE services is used that features a period of discovery and exploration with the individual to develop vocational direction and community-based job exploration. Outcomes include job placement, 30 days of independent employment, and 90 days of employment. In addition to these milestones, on-the-job and off-site supports may also be authorized.

VR places an emphasis on the development of natural support systems to help individuals participating in supported employment successfully remain in the workforce. These natural supports help to reduce the cost of providing SE services. Figure 4 (page 22) shows the average cost of services, hourly wages, and other statistics for supported employment.

SUPPORTED EMPLOYMENT Disability Categories of Those Served: PY 2024

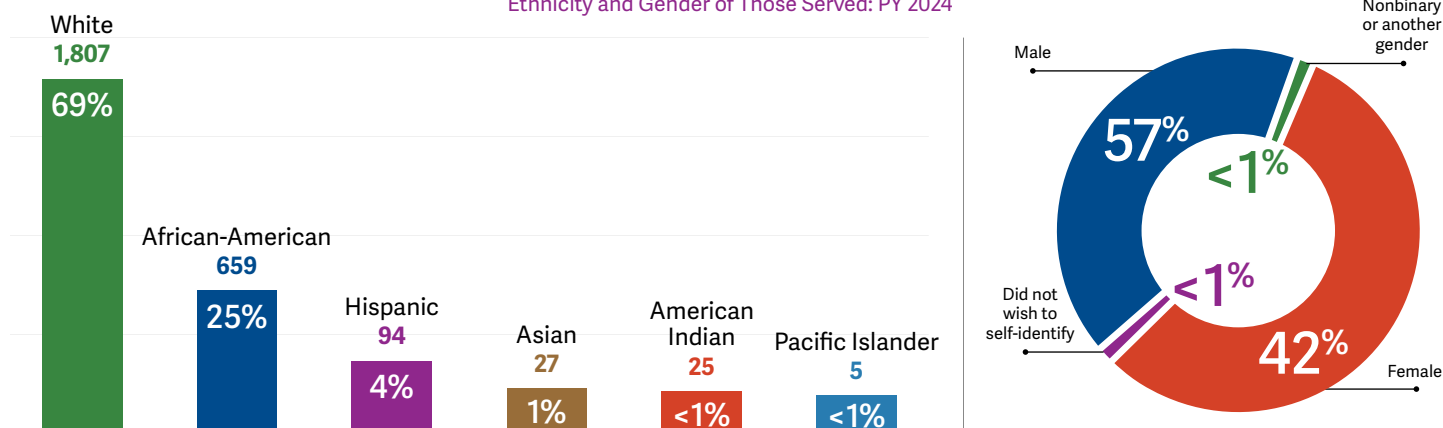
Figure 1



SUPPORTED EMPLOYMENT

Ethnicity and Gender of Those Served: PY 2024

Figure 2



SERVICES (CONTINUED)

SUPPORTED EMPLOYMENT

Age of Those Served: PY 2024

AGE	NUMBER	PERCENT
Less than 25	823	31%
25-34	648	25%
35-44	489	19%
45-54	419	16%
55-64	204	8%
65 and over	34	1%
TOTAL	2,617	100%

Figure 3

OTHER SUPPORTED EMPLOYMENT STATISTICS: PY 2024

Average cost of supported employment services per person	\$1,700
Average hourly wage per person	\$14.42
Average hours per week worked per person	24
Successful outcomes	1,377
Total participants	2,617

Figure 4

Note: All information in figures 1-4 applies to SE services only.



Robert Abbott III (right) stands alongside his manager, Brandy Lee (left). Robert received VR services and is working at the Pizza Hut in Grandview.

REHABILITATION TECHNOLOGY

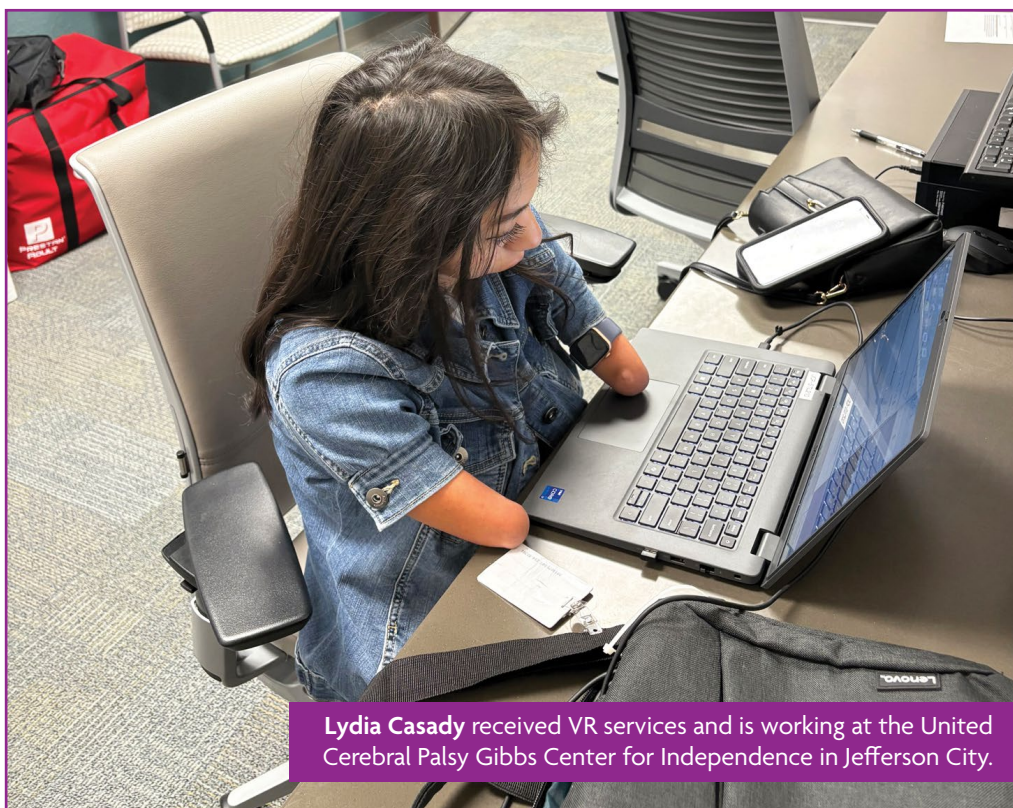
In PY 2024, VR provided a variety of rehabilitation technology services, assistive devices, and equipment to 593 individuals who received services and exited the program. VR purchases assistive devices to help with increasing, maintaining, or improving functional capabilities. Devices could include hearing aids and other personal listening and communication devices, vehicle and home modifications, wheelchairs, and other powered mobility equipment. Rehabilitation technology services include consultation, evaluation, design, customization, adaptation, maintenance, repair, therapy, and technical training.

SERVICES (CONTINUED)

VR and Missouri Assistive Technology (MoAT) have collaborated to develop a cooperative agreement to ensure the maximum statewide utilization of services. The agreement provides a plan for service coordination; for using resources to the best advantage; for information sharing, technical support, and training; to facilitate the referral of potentially eligible individuals between agencies; and to help eligible people obtain rehabilitation technology services. A VR staff member is a representative on the MoAT Advisory Council.

Several VR professionals have specialized caseloads in the area of rehabilitation technology. Located throughout Missouri are five VR counselors and one assistant director who are skilled in manual communication for the deaf and hard of hearing. VR employs a director and assistant director of rehabilitation technology who assist staff statewide on delivering rehabilitation technology services.

VR utilizes assistive technology demonstration sites located at CILs across the state for exploring, reviewing, and demonstrating various devices, services, and resources that are available to individuals with alternative communication needs. VR counselors are allowed to borrow rehabilitation technology equipment from MoAT for individuals to test before purchase.



Lydia Casady received VR services and is working at the United Cerebral Palsy Gibbs Center for Independence in Jefferson City.

SUMMARY OF RESULTS



MISSOURI LANDMARK:
Original Osage Turbine at Bagnell Dam in Lake Ozark

SATISFACTION SURVEY

Satisfaction with staff and services is a VR priority, and the SRC's Program Evaluation Committee continues to work with VR on reviewing and analyzing feedback from individuals who receive VR services. This feedback is shared with management, supervisors, and counselors and is used as a tool to improve services, evaluate staff performance, and determine training needs.

During PY 2024, survey letters and postage-paid envelopes were mailed to a random sample of 12,000 individuals at various stages in the rehabilitation process. Survey feedback was positive. Results showed that 94 percent of those surveyed felt they were treated with respect and 92 percent felt they knew the purpose of VR. The overall results are listed on page 26.

SGC

Survey Group Chat>

(VR) literally made it possible for me to get and keep my job.

They helped me prepare for a future where I can have a job and be productive.

VR has been engaging and fantastic.

The one thing VR has given me is hope.

(VR) made it possible for me to begin my career path.

I appreciate this program more than anyone can imagine. Thank you all.

They helped me find a job that I loved and was happy with.

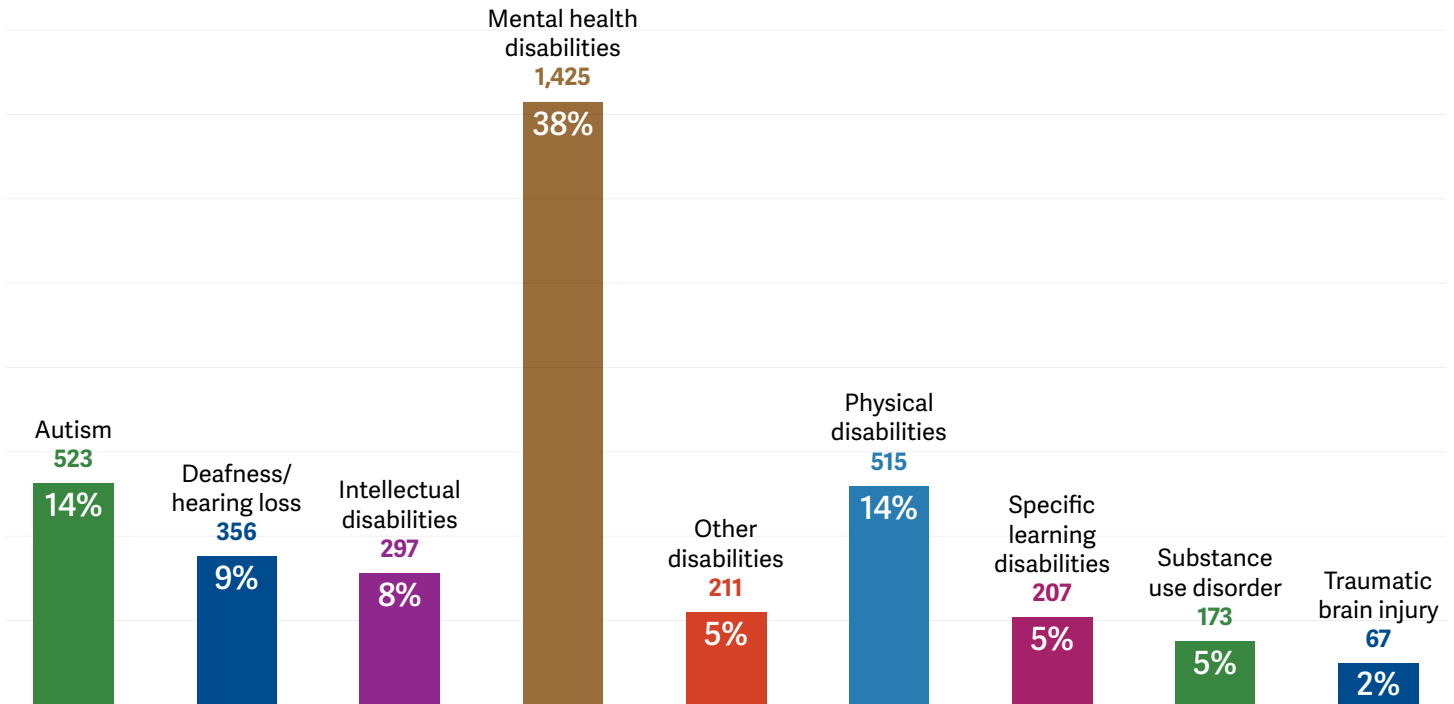
SATISFACTION SURVEY (CONTINUED)

SURVEY RESULTS (Specific group responses)	TOTAL RESPONSES RECEIVED	STAFF WAS AVAILABLE		STAFF TREATED ME WITH RESPECT		I KNEW PURPOSE OF VR SERVICES		COUNSELOR HELPED PLAN SERVICES		COUNSELOR EXPLAINED CHOICES	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
Total responses	774	85%	15%	94%	6%	92%	8%	81%	19%	85%	15%
Open cases	463	86%	14%	95%	5%	92%	8%	82%	18%	86%	14%
Successful outcomes	162	93%	7%	97%	3%	94%	6%	91%	9%	91%	9%
Unsuccessful outcomes; closed before services	37	59%	41%	79%	21%	94%	6%	45%	55%	69%	31%
Unsuccessful outcomes; closed after services	111	76%	24%	90%	10%	89%	11%	70%	30%	75%	25%
Supported employment individuals	463	88%	12%	95%	5%	93%	7%	88%	12%	83%	17%
Individuals under 25 at application	365	86%	14%	95%	5%	91%	9%	80%	20%	84%	16%
Individuals with autism	98	83%	17%	95%	5%	93%	7%	77%	23%	77%	23%
Individuals with significant disabilities	747	85%	15%	95%	5%	93%	7%	81%	19%	85%	15%
Individuals with mental health disabilities	280	84%	16%	94%	6%	95%	5%	84%	16%	86%	14%
Individuals with physical disabilities	144	87%	13%	96%	4%	91%	9%	85%	15%	90%	10%
Individuals with traumatic brain injury	13	69%	31%	83%	17%	100%	0%	75%	25%	100%	0%
Individuals with other disabilities	107	86%	14%	96%	4%	87%	13%	80%	20%	85%	15%

PROGRAM DATA

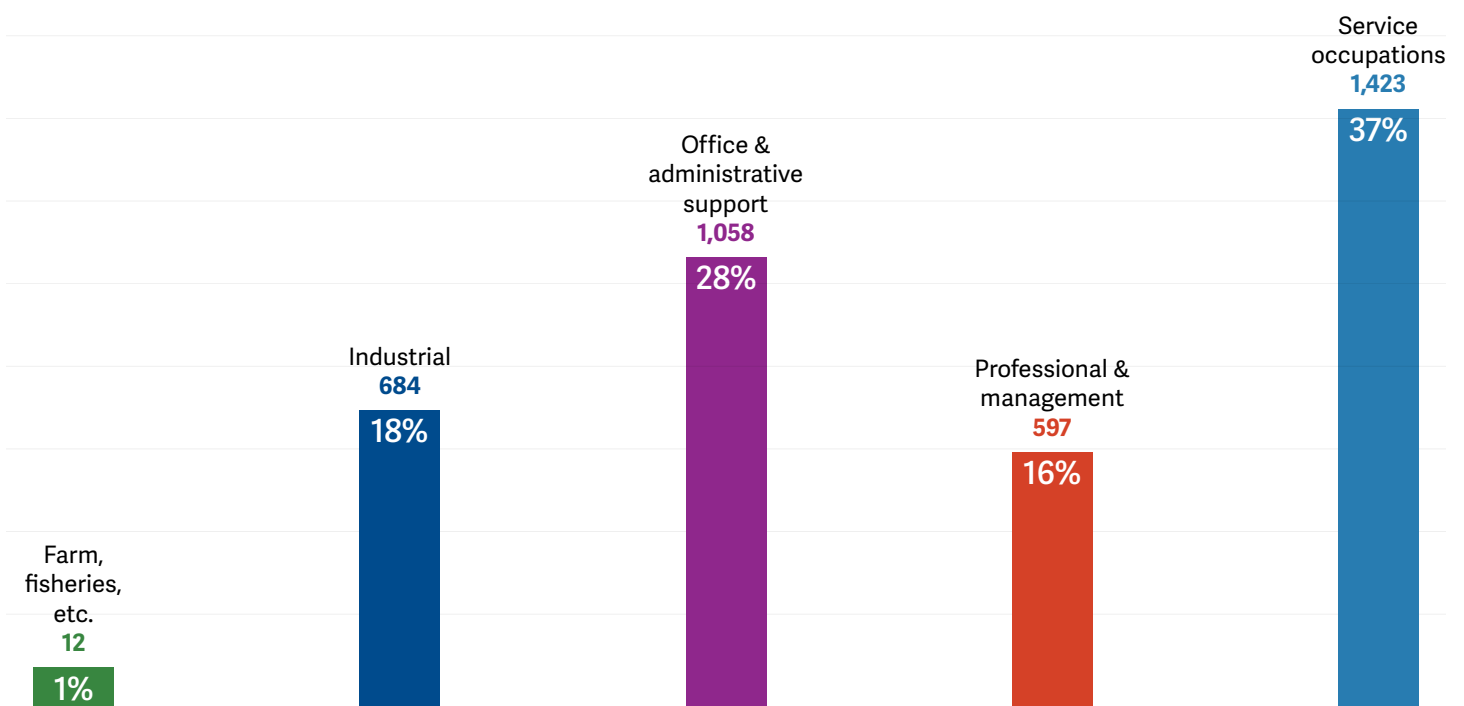
DISABILITY CATEGORIES

3,774 Individuals With Successful Employment Outcomes: PY 2024



OCCUPATIONS

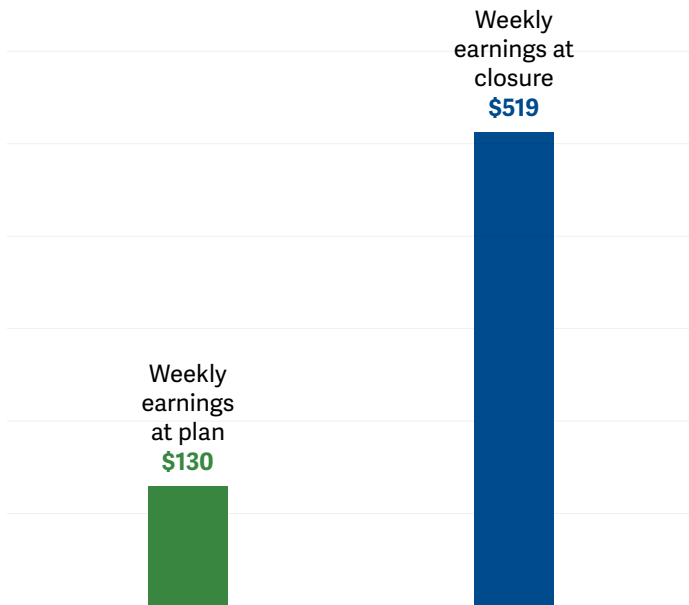
3,774 Individuals With Successful Employment Outcomes: PY 2024



PROGRAM DATA (CONTINUED)

IMPACT OF VR SERVICES

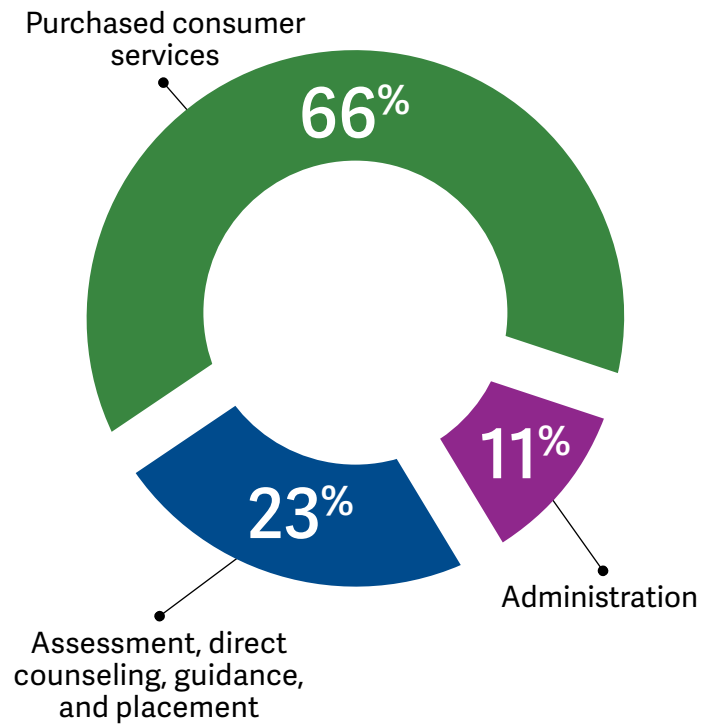
PY 2024



With an increase in average weekly earnings of \$389 for 3,774 individuals with successful outcomes, the total annual increase in income amounted to \$76,340,472.

EXPENDITURES

PY 2024



GENDER

Individuals With Successful Employment Outcomes: PY 2024

GENDER	NUMBER	PERCENT
Male	2,117	56%
Female	1,634	43%
Did not wish to self-identify	21	<1%
Nonbinary or another gender	2	<1%
TOTAL	3,774	100%

ETHNICITY

Individuals With Successful Employment Outcomes: PY 2024

GENDER	NUMBER	PERCENT
White	2,844	75%
African-American	701	19%
Hispanic	143	4%
American Indian	44	1%
Asian	31	<1%
Pacific Islander	11	<1%
TOTAL	3,774	100%

AGE

Individuals With Successful Employment Outcomes: PY 2024

AGE	NUMBER	PERCENT
Less than 25	1,327	35%
25-34	806	21%
35-44	623	17%
45-54	511	14%
55-64	351	9%
65 and over	156	4%
TOTAL	3,774	100%

OFFICES

1) CAPE GIRARDEAU VR

3102 Blattner Drive, Suite 103
Cape Girardeau, MO 63703
Toll-free: 877-702-9883

2) CENTRAL OFFICE VR

3024 Dupont Circle
Jefferson City, MO 65109
Toll-free: 877-222-8963

3) CHILLICOTHE VR

603 W. Mohawk Road
Chillicothe, MO 64601
Toll-free: 866-572-4049

4) COLUMBIA VR

900 W. Nifong Blvd., Suite 210
Columbia, MO 65203
Toll-free: 877-222-8961

5) FARMINGTON VR

901 Progress Drive, Suite 100
Farmington, MO 63640
Toll-free: 800-640-7110

6) HANNIBAL VR

112 Jaycee Drive
Hannibal, MO 63401
Toll-free: 877-222-8960

7) JEFFERSON CITY VR

1500 Southridge Drive, Suite 200
Jefferson City, MO 65109
Toll-free: 866-661-9106

8) JOPLIN VR

801 E. 15th St., Suite B
Joplin, MO 64804
Toll-free: 877-222-8964

9) KANSAS CITY DOWNTOWN VR

615 E. 13th St., Suite 111
Kansas City, MO 64106
Toll-free: 866-971-8568

10) KANSAS CITY EAST VR

Joseph P. Teasdale State Office Building
8800 E. 63rd St., Suite 260
Raytown, MO 64133
Toll-free: 866-831-1363

11) KANSAS CITY NORTH VR

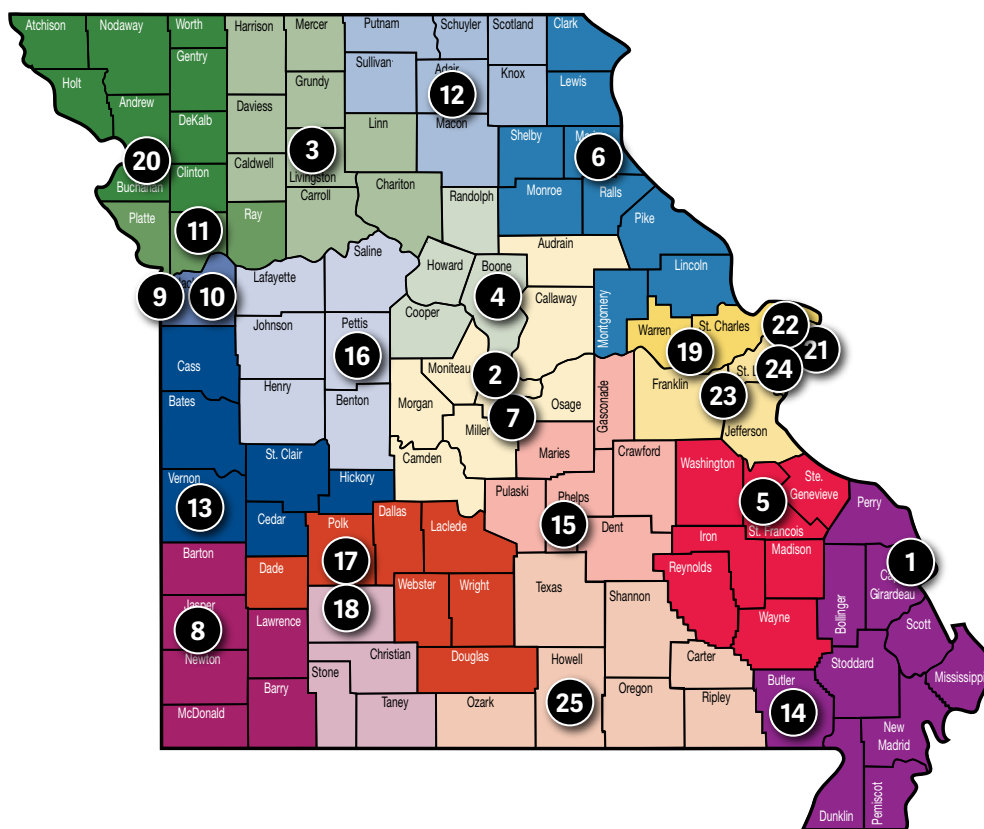
8030 N. Oak Trafficway
Kansas City, MO 64118
Toll-free: 877-270-0198

12) KIRKSVILLE VR

1100 S. Jamison
Kirkville, MO 63501
Toll-free: 877-222-8962

13) NEVADA VR

621 E. Highland Ave., Suite 2
Nevada, MO 64772
Toll-free: 800-598-3471



14) POPLAR BLUFF VR

1903 Northwood Drive, Suite 3
Poplar Bluff, MO 63901
Toll-free: 800-281-9894

15) ROLLA VR

1101A Kingshighway
Rolla, MO 65401
Toll-free: 800-890-2867

16) SEDALIA VR

2115 W. Broadway Blvd.
Sedalia, MO 65301
Toll-free: 844-487-0495

17) SPRINGFIELD NORTH VR

613 E. Kearney St.
Springfield, MO 65803
Toll-free: 877-222-8965

18) SPRINGFIELD SOUTH VR

1735 W. Catalpa St., Suite C
Springfield, MO 65807
Toll-free: 877-222-8967

19) ST. CHARLES VR

3737 Harry S. Truman Blvd., Suite 400
St. Charles, MO 63301
Toll-free: 855-283-2681

20) ST. JOSEPH VR

State Office Building
525 Jules St., Room 201
St. Joseph, MO 64501
Toll-free: 877-702-9876

21) ST. LOUIS DOWNTOWN VR

3101 Chouteau Ave., Suite 202
St. Louis, MO 63103
Toll-free: 866-971-8569

22) ST. LOUIS NORTH VR

4040 Seven Hills Drive, Suite 257
Florissant, MO 63033
Phone: 314-475-7999

23) ST. LOUIS SOUTH VR

St. Louis South Service Center
7545 S. Lindbergh Blvd., Suite 100
St. Louis, MO 63125
Toll-free: 877-222-8968

24) ST. LOUIS WEST VR

9900 Page Ave., Suite 104
St. Louis, MO 63132
Phone: 314-587-4877

25) WEST PLAINS VR

3417 Division Drive, Suite 2
West Plains, MO 65775
Toll-free: 877-222-8959



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The Vocational Rehabilitation (VR) program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For Federal Fiscal Year 2025, the total amount of grant funds awarded was \$77,735,150. The remaining 21.3 percent of the costs (\$21,038,865) was funded by state matching funds. The Supported Employment (SE) program receives 95 percent of its funding through a grant from the U.S. Department of Education. For Federal Fiscal Year 2025, the total amount of grant funds awarded was \$268,148. The remaining 5 percent of the costs (\$14,113) was funded by state matching funds. The Independent Living (IL) program receives a portion of its funding through a grant from the U.S. Department of Health and Human Services. For Federal Fiscal Year 2025, the total amount of grant funds awarded was \$348,060 (90 percent). The remaining 10 percent (\$38,673) was funded by state matching funds. The IL program also received additional state funding for an overall total of \$5,553,103.

Photo on page 3 provided by Greg Hronick.

Photo on page 9 provided by Greg Hronick.

Photo on page 16 provided by Missouri State Parks.

Photo on page 24 provided by Wayne Clause.